

MIKE MONRONEY AERONAUTICAL CENTER
OKLAHOMA CITY, OKLAHOMA

FEB 24 2004

SUBJ: PROCEDURES FOR HANDLING VIOLENCE AT THE MIKE MONRONEY AERONAUTICAL CENTER

1. **PURPOSE.** This order restates policy and procedures, and revises responsibilities for the identification, management, and resolution of potential and/or actual instances of workplace violence. It provides general requirements for the reporting of bizarre behavior and/or the actual communication of threats against individuals, revises the membership of the crisis team, and describes the phases of a workplace incident with the specific crisis team membership at each phase.
2. **DISTRIBUTION.** This order is distributed to all managerial and supervisory level and above at the Aeronautical Center, as well as all tenant and straightlined organizations.
3. **CANCELLATION.** Order AC 1600.27A, Procedures for Handling Violence at the Mike Monroney Aeronautical Center, dated May 15, 1997, is canceled.
4. **DEFINITIONS.**
 - a. Bizarre Behavior. Any behavior of a physical or verbal nature that results in an aggravated assault, a simple assault, or creates an environment suggesting that personal harm or danger is forthcoming, whether delivered as a vague or direct message from the perpetrator.
 - b. Crisis Team. A group that is convened to deal with potential and/or actual incidents of workplace violence.
 - c. Core Team Member. A crisis team member who is present each time the crisis team is convened. The core team members of the MMAC crisis team will be designated from the following organizations: Office of Human Resource Management (AMH), Office of Facility Management (AMP), Aeronautical Center Counsel (AMC-7), Civil Aerospace Medical Institute (AAM-3), and the Civil Aviation Security Division (AMC-700).
 - d. Collateral Team Member. A team member that is called to membership during specific phases of a potential or actual incident of workplace violence. Collateral team members will be individuals or organizations such as: management officials from organization(s) affected by the potential or actual incident of workplace violence, Public Affairs Staff (AMC-5), or the Employee Assistance Program (EAP) contractor.
5. **RESPONSIBILITIES.**
 - a. The Deputy Director for the Aeronautical Center (AMC-2), or, in the absence of that official, the Program Director of Human Resource Management (AMH-1), serving as crisis team leader, is responsible for convening the crisis team, identifying and convening collateral team members, directing and providing training to the team, and directing the execution of all decisions of the crisis team. Upon being informed of an incident in progress, the crisis team leader shall inform AMC-700 of the incident prior to convening the crisis team.

- b. The crisis team is responsible for determining the training to be provided to managers and employees concerning potential and/or actual violence in the workplace and for developing specific procedures to be followed.
- c. AMH-1, AMC-700, AMC-7, AAM-3, and AMP-1 shall designate a core team member to serve on the MMAC crisis team. Core team designee names and telephone numbers will be provided to the Operations Center (AMP-100).
- d. The AMH core member of the crisis team shall provide employee relations, labor relations and Employee Assistance Program advice to the crisis team.
- e. The AMP core member of the crisis team shall provide advice and assistance to the crisis team on matters of building and grounds physical security, and coordinate with AMC-700 about the need for and direction of contract security guard involvement and services.
- f. The AMC-7 core member of the crisis team shall provide legal counsel to the crisis team on all matters.
- g. The AMC-700 core member of the crisis team shall provide personnel and physical security advice and investigative personnel as needed by the crisis team, and will act as liaison between the crisis team and civil law enforcement authorities.
- h. The AAM-3 core member of the crisis team may be asked to render a medical opinion to the crisis team about the reported bizarre behavior or threat.
- i. Collateral team member(s) of the crisis team shall provide such advice and/or assistance to the crisis team as requested.
- j. The AMP-100 operations officer (formerly known as duty officer), shall receive and forward to AMC-2 any reports of bizarre behavior, threats and/or acts of violence against individuals or groups of individuals located at the MMAC within the Department of Transportation (DOT), or against contractor representatives so located.
- k. Managers and supervisors shall report any instances of bizarre behavior, threats and/or acts of violence against DOT employees or contractor personnel located at the MMAC to the operations officer in AMP-100 at extension 43583. If there is a question as to whether or not the perceived threat or bizarre behavior requires a crisis team meeting, managers and supervisors are encouraged to first contact AMC-2 (through their management chain if time permits) to discuss the situation prior to reporting it to the AMP-100 operations officer.
- l. Employees shall report any instances of bizarre behavior, threats and/or acts of violence against DOT employees or contractor personnel located at MMAC to their managers/supervisors or to the operations officer in AMP-100 at extension 43583.

6. PHASES OF WORKPLACE INCIDENTS.

- a. Pre-incident or Preventative Phase. When a report of bizarre behavior or threat of violence is received by AMC-2, the crisis team will be convened with the core members and collateral members present, unless in the judgment of AMC-2 the situation does not warrant a convening of the crisis team. When convened, the crisis team will review the information available concerning the matter and will decide upon a course of action necessary to prevent an actual act of violence.
- b. Incident Phase. When a report of actual violence is received by AMC-2, the crisis team will be convened with the core members and collateral members present. The crisis team will review all information available and will direct the appropriate action to be taken. This phase may also consist of simply removing the threat from the workplace.

c. Post-incident Phase. After an actual act of violence or the removal of the threat from the workplace, the crisis team will be convened with the core members and collateral members present. The crisis team will direct the action(s) necessary to close out the incident. The crisis team will be responsible for the preparation and/or consolidation of reports prepared concerning the incident and providing those reports to the appropriate officials.



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